

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> <div style="text-align: center; font-size: 1.2em;">PANAMA</div>	<b>2. AGENCY</b> <div style="text-align: center; font-size: 1.2em;">STATE</div>	<b>3a. POSITION NO.</b> <div style="text-align: center; font-size: 1.2em;">N30122</div>
-----------------------------------------------------------------------------------	------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**    ☐ Yes    ☒ No

**4. REASON FOR SUBMISSION**

- ☐ a. Reclassification of duties: This position replaces  
Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)
- ☐ b. New Position
- ☒ c. Other (explain) To reflect current duties and responsibilities

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Secretary-120	FSN-7	JG	09/19/04
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Secretary (CONS)	<b>7. NAME OF EMPLOYEE</b>
<b>8. OFFICE/SECTION</b> American Embassy Panama	a. First Subdivision Consular Section
b. Second Subdivision ConGen	c. Third Subdivision
<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Employee</span> <span>Date(mm-dd-yy)</span> </div>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Local Supervisor</span> <span>Date(mm-dd-yy)</span> </div>
<b>11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of American Supervisor</span> <span>Date(mm-dd-yy)</span> </div>	<b>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</b>  <div style="border-top: 1px solid black; display: flex; justify-content: space-between;"> <span>Typed Name and Signature of Human Resources Officer</span> <span>Date(mm-dd-yy)</span> </div>

**13. BASIC FUNCTION OF POSITION**  
 Incumbent serves as Secretary and Executive Assistant to the Consul General. Provides managerial, administrative and secretarial support to the Consular Section.

<b>14. MAJOR DUTIES AND RESPONSIBILITIES</b> See Attached	<b>% OF TIME</b>
--------------------------------------------------------------	------------------

(continue on blank sheet)

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
Two-year of post-secondary, business school or college is required.
- b. Prior Work Experience:  
Three years of experience as secretary and administrative management is required.
- c. Post Entry Training:  
None. During probationary period, incumbent must receive on-the-job training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):  
Level IV (Fluent) Speaking/Reading English and Spanish language is required.
- e. Job Knowledge's:  
Must know the cultural and socio-economic situation of the host country, in order to provide proper guidance to FSO's and Consul General. Must possess good knowledge of Panamanian immigration, police, and judicial systems and travel industry. Incumbent must be updated with the latest host country's daily news to keep Consul General informed of relevant and important information impacting on the Consular Section. Must be familiar with business/citizen organizations. Must have solid knowledge with computers and software applications.
- f. Skills, and Abilities:  
Must be resourcefulness and thoroughness. Must have the ability to communicate effectively with the public. Excellent judgment when dealing with sensitive and special customers. Must be able to provide factual and proper consular guidance and response to customers. Must be able to provide excellent customer service.

**16. POSITION ELEMENTS**

- a. Supervision Received:  
Limited supervision by Consul General in carrying out responsibilities of the position.
- b. Supervision Exercised:  
None.
- c. Available Guidelines:  
Foreign Affairs Manual, Department of State Cables.
- d. Exercise of Judgment:  
Considerable solid judgment is necessary when dealing with the general public, local and foreign officials, other foreign missions, U.S. Congressional and Senatorial staff and local and foreign press.
- e. Authority to Make Commitments:  
Incumbent makes commitments with her own sphere of responsibility
- f. Nature, Level, and Purpose of Contacts:  
Local high-level government officials, other foreign missions, U.S. Congressional and Senatorial Staff and local and foreign press. This wide range of contact facilitates Consul General's work
- g. Time Expected to Reach Full Performance Level: One to two years.

**14. Major Duties and Responsibilities**

% of time

60%

1. Serves as Secretary and Office and Office Management Assistant to the Consul General. Provides procedural guidance and instructions on consular services to the general public, to Panamanian high-level government officials, to diplomatic missions in Panama and to colleagues within the Mission. Prepares drafts on correspondence received for Consul General's review and signature. Prepares first drafts (English/Spanish) of diplomatic notes in correct format. Prepares briefing reports for the Consul General. Serves as Spanish/English interpreter and translator for the consular section. Orders, receives and maintains control of office supplies, furniture, equipment, and purchases for the entire Consular Section. Monitors the Section's budgetary allotments to prevent budget overruns. Keeps unclassified consular correspondence in chronological and subject files. Submits and follows up on consular maintenance work orders and housing work orders for the consular officers. Retrieves all consular-related cables from the Webgram application. Coordinates Post's Executive Tracking System (ETS) replies for the entire Consular Section. Responsible for processing all Mission's visa referral cases as well as protocol visa cases. Assists the Visa Unit in processing all diplomatic visa cases. Coordinates for Washington and out-of-country visitors, travel dates, hotel accommodations, meetings both inside the Consular Section and outside, prepares country clearance cables, and coordinates transportation of visitors. Keeps logs of Mission's visa referral cases, congressional correspondence, work orders and the Consular portion of the Mission's guest lists (e.g., 4<sup>th</sup> of July Guest List, Christmas Gratuities List, etc.) Responds to inquiries received by telephone and e-mail. Provides guidance to FSNs within the Consular section in office procedures. Keeps Consul General's daily agenda and maintains schedule of required consular reporting for the Consul General.

30%

2. Serves as the coordinator for the preparation and completion of the yearly Consular Package. Provides guidance to FSNs within the consular section and transmits instructions to other staff members as requested by the Consul General. Prepares and submits travel and representational vouchers for all consular employees. Provides formal instructional sessions to Mission employees on the Mission's Visa Referral Program. Creates proper mechanisms to follow up on tasks given by the Consul General to other consular employees in order to meet deadlines. Responsible for updating the Consular Section's telephone recording system providing updated and accurate information for customers on all consular services. Directs press inquiries to the appropriate Mission's office. Assists the Visa Unit in entering data and capturing applications and in printing visas on an on-call basis as needed. Uses the computer to produce documents in Word, Excel, PowerPoint, and Access. Researches using Intranet, Internet, Outlook and Consular Programs (NIV and IV)

10%

3. Coordinates and follows up the Consular Wish List for the end-of-year procurements. Provides updated information to Mission's Protocol Office on consular contacts for inclusion in Post's Contacts Database. Coordinates consular special occasion events, prepares guest lists, prints and sends invitations. Makes travel arrangements for the Consul General